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Amendments to the Claims

This listing of claims will replace all prior versions and listings of claims in the application:

Listing of Claims

Claim 1 (Currently amended): A trouble management system for managing a trouble in a product, comprising:

first determination means for determining whether or not a computer device connected to the product has an automatic diagnosis function;

transmitting means for transmitting inquiry information to the computer device, in a case where the first determination means determines that the computer device has no automatic diagnosis function;

receiving means for receiving reply information for the inquiry information from the computer device;

second determination means for determining whether or not the product has a trouble, on the basis of the reply information received by said receiving means;

recording means for recording the progress of an operation for solving the trouble in the product determined by said second determination means; and

reading means for reading out the progress of the operation from the recording means;

converting means for converting the progress of the operation read out by said reading means into a format suitable for the computer device; and

notice means for sending to a destination the computer device a notice of the progress of

the operation recorded by said recording means;

~~wherein said notice means sends the notice by converting the progress of the operation recorded by said recording means into a format suitable for the destination.~~

Claim 2 (Original): A system according to Claim 1, further comprising:
analysis means for analyzing information about the trouble in the product; and
search means for searching for the operation for resolving the trouble in the product on
the basis of the result of said analysis.

Claim 3 (Original): A system according to Claim 2, wherein analysis by said analysis
means is performed on the side of a user using the product.

Claim 4 (Original): A system according to Claim 2, wherein said notice means sends a
notice of a cost or a time required for the operation.

Claim 5 (Original): A system according to Claim 2, further comprising:
management means for managing a guarantee period of the product,
wherein said cost depends on the managed guarantee period.

Claim 6 (Original): A system according to Claim 2, further comprising:
management means for managing information about specifications of the product,
wherein analysis by said analysis means depends on the managed information about the

specifications.

Claim 7 (Original): A system according to Claim 1, further comprising:

storage means for storing contents of the operation actually performed to resolve the trouble in the product or results of the operation.

Claim 8 (Currently amended): A method of controlling a trouble management system for managing a trouble in a product, said method comprising:

a first determination step of determining whether or not a computer device connected to the product has an automatic diagnosis function;

a transmitting step of transmitting inquiry information to the computer device, in a case where the first determination step determines that the computer device has no automatic diagnosis function;

a receiving step of receiving reply information for the inquiry information from the computer device;

a second determination step of determining whether or not the product has a trouble, on the basis of the reply information received in said receiving step;

a recording step of recording the progress of an operation for solving the trouble in the product determined in the second determination step; and

a reading step of reading out the progress of the operation from the recording means;

converting step of converting the progress of the operation read out by said reading means into a format suitable for the computer device; and

a notice step of sending to ~~a destination~~ the computer device a notice of the progress of the operation recorded in said recording step.

Claim 9 (Currently amended): A storage medium storing a program for executing a process of controlling a trouble management system for managing a trouble in a product, the program storing:

a first determination step of determining whether or not a computer device connected to the product has an automatic diagnosis function;

a transmitting step of transmitting inquiry information to the computer device, in a case where the first determination step determines that the computer device has no automatic diagnosis function;

a receiving step of receiving reply information for the inquiry information from the computer device;

a second determination step of determining whether or not the product has a trouble, on the basis of the reply information received in said receiving step;

a recording step of recording the progress of an operation for solving the trouble in the product determined in the second determination step; and

a notice step of sending to ~~a destination~~ the computer device a notice of the progress of the operation recorded in said recording step.

Claim 10 (Cancelled).